



Effects of IoT on PSAPs

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Internet of Things (IoT)

-  **Cameras**
-  **Light Switches**
-  **Garage Door Openers**
-  **Wall Outlets**
-  **Lights**
-  **Smoke Detectors**
-  **Thermostats / HVAC**
-  **Security Systems**
-  **Sensors**
-  **Wearables**
-  **Appliances**
-  **Sprinkler Systems**
-  **Medical Devices**
-  **Road Sensors (LPR)**

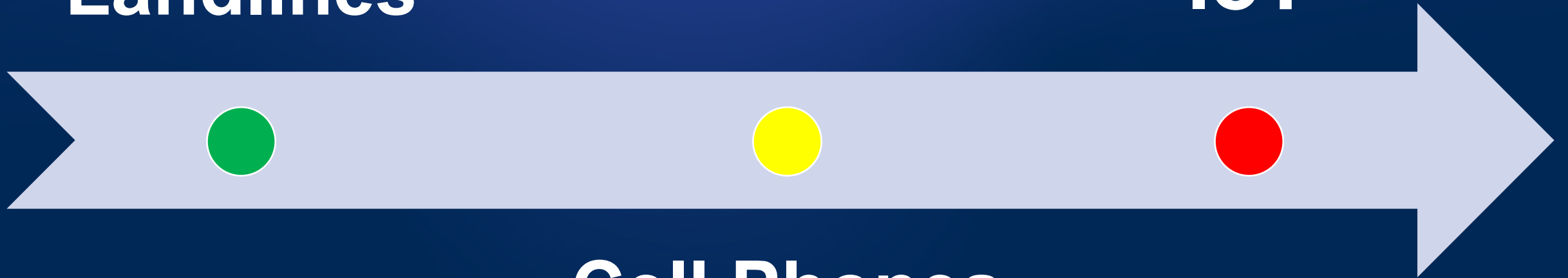
Effects of IoT on PSAPs

Landlines

IoT



Cell Phones



Amazon Echo Devices

Method

911?

How It Works

1. Wi-Fi Calling

No

+ Make voice calls to your cell phone contacts (e.g., "Alexa, call Bill"), even when 30+ feet from speaker

+ Push-button set-up within the Alexa app

2. "OnStar" Like Alexa Skill

YES

+ Single voice command and loved one(s) are alerted by phone call, text, and email (simultaneously)

+ Paid tier (\$5/mo) routes you to 911 as well

3. Echo Connect Add-On Device

YES

+ Amazon Alexa accessory that allows you to link your Alexa speaker to your landline phone

+ Great option BUT requires landline phone service

Google Home / Nest Aware

Emergency calling with Nest Aware

If you are a Nest Aware subscriber in the US, you can use the Google Home app 🏠 to quickly contact an emergency call center close to your home even if you're far away*, like when you're on vacation.

Make sure the speakers and displays covered by your Nest Aware subscription are at your home's physical address before you use emergency calling, otherwise this feature may not work.

Important: If there's a dangerous emergency in your home (like a fire, carbon monoxide leak, or an intruder) leave immediately and call 911 from a safe location.

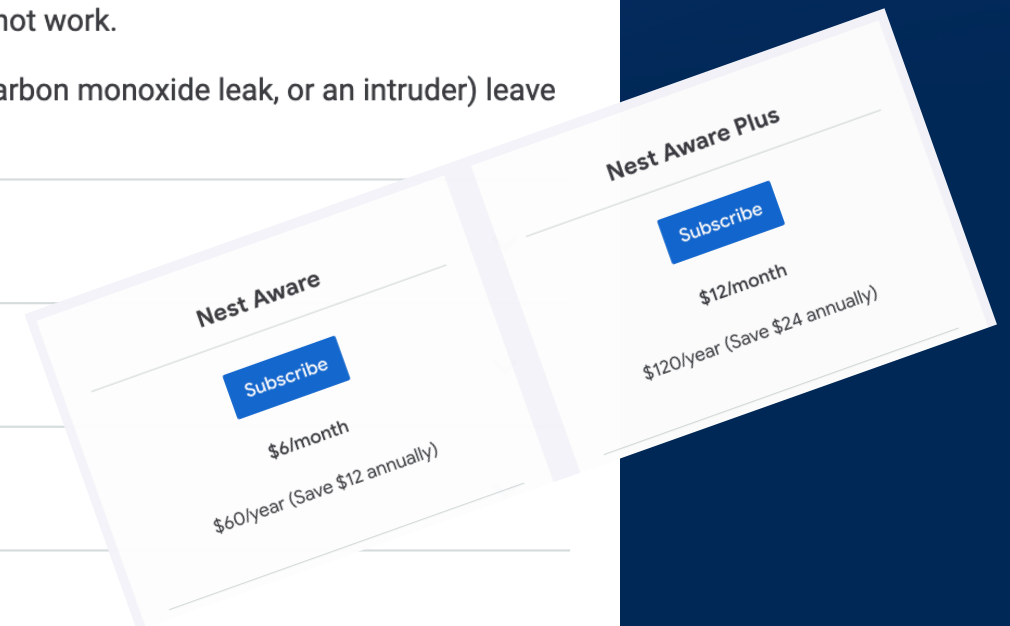
[Set up Emergency Calling](#)

[How emergency calling works](#)

[Use emergency calling](#)

*Available only where the Google Home app is supported.

Disclaimer: This feature depends on network connectivity and other factors, and may not be available in all areas. Wireless devices may not be reliable for emergency communications. The 911 feature will connect you with the 911 call center covering the home address you provide during setup of this feature.



What To Expect

- Possible Abuse
 - Botnets
 - False Locations
 - Increase in Call Types
 - Automatic Alarm Reporting
 - Increase in Data Types
 - Live Video / Audio Feeds
-

Examples / Scenarios

- **Implanted Medical Devices**
- **Alarms (Fire / Interior Motion)**
 - **Video Feed**
 - **Nearby Video (Neighbor)**
 - **Audio**
- **Wearable Sensors**
 - **L.E. / Fire – Motionless Alert**



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